



The BF&M difference?  
Insurance the way  
it should be.



STRONG

PROGRESSIVE

GROWING

Founded in 1903, the BF&M group of companies operates in Bermuda, Halifax and across the Caribbean. We take great pride in helping our customers protect what matters most, as well as giving back to the communities in which we work. We have the highest financial strength ratings in the markets in which we operate and can offer competitive compensation packages along with comprehensive benefits.

## Retirement Benefits Administrator

Reporting to the Team Leader, Retirement Benefits, the Retirement Benefits Administrator is responsible for providing superior customer service to Policyholders and Individual Pension Representatives through effective and efficient administration Individual Pension Plans.

### Job duties and responsibilities:

- Maintain portfolio of all BF&M individual pension policies (includes Savings Plans, FLEX Plans, Self-Employed Retirement Plans, Annuities and Draw-Down Accounts)
- Set up new policies and members in various systems based on documentation provided
- Prepare policy documents for new individual clients
- Process any plan or member changes as communicated by the client on the appropriate change forms
- Process Policy Terminations and archive all related files
- Provide policyholders with Web-ID's and member statements when requested
- Assist with the annual drawdown renewal process
- Process cash remittances within 2 days of receipt
- Ensure the policy is compliant with BF&M's Anti-Money Laundering policies and procedures before processing any terminations, interfund transfers or cash withdrawal requests
- Update the Transaction Log for all pending transactions
- Assist AVP, Pensions, Team Leader, Compliance and Reporting Supervisor and Senior Retirement Benefits Administrator in any special projects that may arise
- Assist fellow Pension Administrators to cover for holiday or other leave

### Skills and experience:

- A Bermuda Secondary Certification (BSC) or equivalent is required. University degree would be preferred
- 2-3 years' experience in customer service. Previous experience in insurance industry would be an asset
- Experience with AS 400, Wynsure and/or Topas would be an asset
- Proficiency in Microsoft Word and Excel
- Excellent verbal and written communication skills, with the ability to handle confidential issues
- Good analytical skills and attention to detail
- Willingness to learn and assist in new areas
- Client-centric service philosophy with a strong focus on quality
- Must be a team player, with excellent organizational skills

### Closing date: Friday, February 9, 2018

Interested applicants should apply in writing with a resume to [bfmjobs@bfm.bm](mailto:bfmjobs@bfm.bm) or to Human Resources Generalist, BF&M Limited, P.O. Box HM 1007, Hamilton HM DX.

